

**MULTIMEDIA**



**UNIVERSITY**

**STUDENT IDENTIFICATION NO**

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# **MULTIMEDIA UNIVERSITY**

## **FINAL EXAMINATION**

**TRIMESTER 2, 2018/2019**

### **BTD3114 – TRAINING AND DEVELOPMENT**

**(All Sections/Groups)**

**6 MARCH 2019**

**2.30 p.m. – 4.30 p.m.**

**(2 Hours)**

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#### **INSTRUCTIONS TO STUDENTS**

1. This Questions paper consists of 1 page excluding the cover page.
2. Answer **ALL** questions.
3. Please write your answers in the Answer Booklet provided.

**Answer ALL questions. Total marks are 100.**

### **QUESTION 1**

Discuss in detail the following forces that influence working and learning:

- a) Economic cycles.
- b) Globalization.
- c) Changing demographics and diversity of the work force.

**(25 marks)**

### **QUESTION 2**

- a) Needs assessment is the first step in the instructional design process. Define needs assessment.

**(3 marks)**

- b) Why is needs assessment necessary? Explain.

**(10 marks)**

- c) Describe at least **four (4)** outcomes of the needs assessment process.

**(12 marks)**

### **QUESTION 3**

There are two theories that relate to how people learn, namely **Social Learning Theory** and **Adult Learning Theory**. Define and discuss these two theories.

**(25 marks)**

### **QUESTION 4**

- a) Why training programs should be evaluated? Discuss.

**(13 marks)**

- b) A few designs can be used to evaluate training programmes. Describe the following evaluation designs:

- 1. posttest only design
- 2. pretest/posttest design
- 3. pretest/posttest with comparison group design

**(12 marks)**

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